



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE OF PAGES	
				S	1	2
2. AMENDMENT/MODIFICATION NO. P00022		3. EFFECTIVE DATE 01-Jan-2012	4. REQUISITION/PURCHASE REQ. NO. N0060408ROSBOS		5. PROJECT NO. (If applicable)	
6. ISSUED BY: NAVSUP FLC PEARL HARBOR 1942 GAFFNEY ST STE 100 ATTN: JUDITH MOORE PEARL HARBOR HI 96860-4549		CODE N00604	7. ADMINISTERED BY (If other than item 6) See Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) MANUKAI LLC 1600 KAPIOLANI BLVD HONOLULU HI 96814-3801				9A. AMENDMENT OF SOLICITATION NO.		
				9B. DATED (SEE ITEM 11)		
				X	10A. MOD. OF CONTRACT/ORDER NO. N00604-09-D-0001	
				X	10B. DATED (SEE ITEM 13) 07-Oct-2008	
CODE 4T6D9		FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.						
12. ACCOUNTING AND APPROPRIATION DATA (If required)						
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.						
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).						
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
X D. OTHER (Specify type of modification and authority) FAR 43.103(a) Bilateral and FAR 52.222-43						
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.						
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Modification Control Number: npzgii01125471 SERVICES: RANGE OPERATIONS SUPPORT AND BASE OPERATIONS SUPPORT SERVICES, PACIFIC MISSILE RANGE FACILITY (PMRF) BARKING SANDS, KAUAI, HAWAII The purpose of this of this modification is to incorporate a revised Annex 21, Base Communications Systems Performance Work Statement Effective January 1, 2012 through September 30, 2012 (attached). Additionally, reporting requirements for CDRs A02-21 and A21-04 are hereby suspended. CLIN 0301 is adjusted by [REDACTED] for the Annex 21 FAR 52.222-43 Wage Adjustment and by [REDACTED] for the reduced Annex 21 Scope. Additionally, CLIN 0305 is changed by [REDACTED] for the reduced Annex 21 scope. All other terms and conditions remain unchanged. Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15. DATE SIGNED 09 JAN 2012		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) GREGORY I. LUNG, CONTRACTING OFFICER TEL: (808) 473-7679 EMAIL: gregory.lung@navy.mil			16C. DATE SIGNED 11 JAN 2012	
BY [REDACTED]		(Signature of Contracting Officer)				





SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION A - SOLICITATION/CONTRACT FORM

The total cost of this contract was decreased by [REDACTED] from [REDACTED] (EST) to [REDACTED] (EST).

SECTION B - SUPPLIES OR SERVICES AND PRICES

CLIN 0301

The CLIN extended description has changed from See Exhibit E, ELINs E001 - E030, 1 October 2011 through 30 September 2012 to See Exhibit E, ELINs E001 - E030, 1 October 2011 through 30 September 2012

UNIT PRICE FROM 10/01/11 THROUGH 12/31/11: [REDACTED]

UNIT PRICE FROM 01/01/12 THROUGH 09/30/12: [REDACTED]

The unit price amount has decreased by [REDACTED] from [REDACTED] to [REDACTED]
The total cost of this line item has decreased by [REDACTED] from [REDACTED] to [REDACTED]

CLIN 0305

The pricing detail quantity has decreased by [REDACTED] from [REDACTED] to [REDACTED]
The total cost of this line item has decreased by [REDACTED] from [REDACTED] to [REDACTED]

(End of Summary of Changes)

W2100000 – BASE COMMUNICATIONS SYSTEMS		
Spec Item	Title	Description
1	General Information	
1.1	BASE COMMUNICATIONS SYSTEMS	The Contractor shall provide Base Communications Systems support services for the Pacific Missile Range Facility (PMRF).

2100000 - BASE COMMUNICATIONS SYSTEMS		
Spec Item	Title	Description
2	Management and Administration	
2.1	Definitions and Acronyms	
2.1.1	AutoCAD	Automated Computer Aided Design software
2.1.2	Base COMM	Base (BOS) Communication Systems
2.1.3	BISCI	BICSI Telecommunications Association, Tampa, FL
2.1.4	BLACK	Unclassified data
2.1.5	BOS	Base Operating Services (funded by CNRH)
2.1.6	CAD	Computer Aided Design (AutoCAD)
2.1.7	CAIRS	Cable Assignment Information Retrieval System , Inc.)
2.1.8	CCB	Configuration Control Board
2.1.9	CD	Civil Defense
2.1.10	CDR	Call Data Record
2.1.11	CHH	Communications Hand Hole
2.1.12	CM	Configuration Management
2.1.13	CMH	Communications Man Hole
2.1.14	CNRH	Commander, Navy Region Hawaii
	COL	Common Output Level
2.1.15	COS	Class of Service
2.1.16	CPB	Communications Pull Box
2.1.17	CTNV	CAIRS Telephone Number Verification (, Inc.)
	CTO	Contract Task Order, or IDIQ
2.1.18	DAL	Direct Access Lines (connect PBX to Central Offices via PRI's)
2.1.19	DB	Davis-Bacon (Labor Rate)
2.1.20	DEMARK	Demarcation point; outside cable plant to inside cable plant and/or circuit termination point at Minimum Point of Entry (MPOE) to the Base.
2.1.21	DISA	Defense Information Systems Agency
2.1.22	DOD	Department of Defense
2.1.23	DON CIO	Department of the Navy Chief Information Office
2.1.24	DN	PBX Directory Number
2.1.25	EMSS	Enhanced Mobile Satellite Service)
2.1.26	EOY	End of Year
2.1.27	FOC	Final Operational Capability

2100000 - BASE COMMUNICATIONS SYSTEMS		
Spec Item	Title	Description
2.1.28	GSA	General Services Administration
2.1.29	HIANG	Hawaii Air National Guard
2.1.30	IAW	In Accordance With
2.1.31	ICD	Interconnect Diagrams
2.1.32	IDIQ	Indefinite Delivery, Indefinite Quantity
2.1.33	IDS	Intrusion Detection System
2.1.34	ISA	Inter-Service Support Agreement
2.1.35	JHITS	The Joint Hawaii Information Transfer System (JHITS) provides the primary inter-and intra-base telecommunications services for the Department of Defense (DOD) in the State of Hawaii, providing end-to-end common user switched and dedicated transmission services.
2.1.36	MAC	Move, Add, Change
2.1.37	MCU	Multi-Point Control Unit (Video and Audio Teleconferencing Bridge)
2.1.38	MILCON	Military Construction
2.1.39	MOA	Memorandum of Agreement
2.1.40	MOU	Memoranda of Understanding
2.1.41	MPOE	Minimum Point of Entry
2.1.42	NAVFAC	Naval Facilities Engineering Command
2.1.43	NFPA72	National Fire Alarm Code
2.1.44	NMCI	Navy Marine Corps Intranet
2.1.45	NON-DB	Non-Davis Bacon Labor Rate
2.1.46	ODC	Other Direct Charges
2.1.47	OJT	On the Job Training
2.1.48	OSP	Outside (cable) Plant
2.1.49	O&M	Operations & Maintenance
2.1.50	PACFLT	Pacific Fleet
2.1.51	PBX	Private Branch Exchange (Telephone Switch)
2.1.52	PDS	Protected Distribution System
2.1.53	PM	Planned Maintenance
2.1.54	PMRF	The Pacific Missile Range Facility
2.1.55	PRI	Primary Rate Interface ISDN
2.1.56	PUC	Public Utilities Commission
2.1.57	RED	Classified data
2.1.58	RFS	Request for Service (DISA) same as Telecom Request (DISA)

2100000 - BASE COMMUNICATIONS SYSTEMS		
Spec Item	Title	Description
2.1.59	SAP	Special Access Program
2.1.60	SCI	Sensitive Compartmented Information
2.1.61	SOP	Standard Operational Procedure
2.1.62	SYSTEM	An organized assembly of equipment, personnel, procedures and other facilities designed to perform a specific function or set of functions.
2.1.63	TDWR	Technical Directive Work Request (greater than \$2,500 in labor and materials)
2.1.64	TM	Government Task Manager
2.1.65	TN	PBX Telephone Number
2.1.66	TR	Telecom Request via DISA Direct Order Entry (DDOE) web for Circuit MAC's
2.1.67	TSR	Telecommunications Work Service Request (less than or equal to \$2,500 in labor and materials)
2.1.68	UCALL	Telephone Call Accounting & Billing System, Inc.)
2.1.69	UDS	Range Commander's Council Universal Documentation System
2.1.70	VM	Voice Mail
2.1.71	VTC	Video Teleconferencing System
2.1.72	WOE	(DISA) Web Order Entry
2.2	Records and Reports	Records and reports are listed in Section F of the solicitation. The Contractor shall submit accurate and complete documents electronically within the required timeframes.
2.3	Personnel Qualifications	The Contractor shall maintain all personnel qualifications and training up to date and current to maintain systems listed in Attachment J-2100000-02. The Contractor shall be responsible for any costs associated with maintaining current status of these qualifications and training. The Contractor shall charge training and qualification costs to overhead and not to ODC.
2.3.1	Security Clearances	The Contractor shall ensure that alarm technicians with administrative access <u>system administrators with administrative access</u> to the alarm servers obtain and maintain a Top Secret Clearance; all others a Secret Clearance.
2.3.2	Certification of Users with privileged access	The Contractor shall comply with DOD Instruction 8570.1. Work force with administrative access shall be certified for the type of administrative functions within six months of assuming the responsibility.
2.3.3	Project Management	Communication Engineers <u>or Base Communications Supervisor</u> shall serve as project managers <u>for Base Communications projects</u> .
2.4	Safety	The Contractor shall conduct specialized safety training and formally qualify all technicians. Specialized Training required: Confined Spaces, Gas detection, Glass fiber hazards, and laser fiber optic transmission equipment.

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3	Base Communications Systems	The Contractor shall provide Information Technology Operation and Maintenance (O&M) at all PMRF sites.		Unscheduled Maintenance: - Individual system up-time meets or exceeds 90% during periods when Range Operations are not being conducted. - During periods of Range Operations, all systems are to be operational not less than 95% and systems affecting Range safety are to be operational not less than 97% of the time. - Scheduled maintenance is to be performed on-time and in accordance with TM approved maintenance schedules.
3.1	Configuration Control	The Contractor shall maintain configuration control on all systems.	See Engineering Annex.	
3.1.1	Reserved			
3.1.2	Cable Plant Configuration Control	The Contractor shall maintain Cable Plant configuration control utilizing the GFE , Inc. CAIRS integrated cable plant management system software application.	The Contractor shall O&M the CAIRS/UCALL/CTNV Telecommunications System. The Contractor shall input cable and circuit record information including MAC's into CAIRS and verify their accuracy. The Contractor shall: - perform system analysis to support CAIRS. - Identify and assess user needs. - Troubleshoot, document, and resolve	Cable Records shall be maintained at or above 90% accuracy.

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>C.A.I.R.S. software problems by working with the CAIRS vendor to analyze and correct problem areas.</p> <ul style="list-style-type: none"> - Install vendor software upgrades. - Perform database management to ensure system integrity. - Implement system security schemes and SQL routines, Provide data storage management. - Provide recommendations to the task manager to implement or upgrade systems described in this task. <p>Implement and operate the WOE distributed work flow process.</p>	
3.1.3	PBX Configuration Control	The Contractor shall maintain PBX Systems configuration control.	The Frame Image, Direct Access Lines (DAL), trunks, DN's/TN's, COS, active and reserved station lines and user name assigned, Voice Mail boxes, shall be kept up to date and current. The CTNV and war dialers may be used to assist.	All data is maintained at 90% or greater accuracy.
3.1.4	PMRF Telephone Directory	<p>The Contractor shall maintain the PMRF Electronic Telephone directory with access on-line or via web browser.</p> <p><u>Upon issuance of a CTO, TDWR, or TSR:</u></p> <p>The Contractor shall provide a limited number of hard-copy directories upon TM request.</p> <p>The directory shall be updated weekly.</p>	<p>The existing GFE Telephone Directory application may be utilized by the Contractor or they may develop their own equivalent as approved by the TM. Access from the desktop is required and web access is desirable.</p> <p><u>The directory shall be updated when provided with the latest customer data.</u></p>	<p>On-line or via web browser directory is available 90% of the time.</p> <p>Accuracy is maintained at 90% or better <u>when provided with the latest customer data.</u></p> <p>Hard copy masters suitable for copying are provided to customers upon TM request 90% of the time.</p>
3.2	Planning	The Contractor shall provide technical planning support.	Provides technician support for the Engineering Annex, MILCON, TDWR,	Planning support is provided 90% of the time.

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			Projects, and Programs.	
3.2.1	Cost Estimating	The Contractor shall prepare cost estimates as requested by the TM.	<p>The majority of cost estimates are for modifications or expansion of existing systems that normally are less than \$20K total for labor and materials. Majority of cost estimates tasked via TSR and performed by technicians. Cost estimates for large projects tasked via TDWR will utilize the Engineering Annex 18, Facilities and System Engineering.</p> <p>Cost estimates shall be available to the TM desktop.</p>	Cost estimates shall be delivered on time 90% of the time. Final project cost equal to or less than cost estimate 90% of the time.
3.2.2	PMRF Excavation Permit Support	<p><u>Upon issuance of a CTO, TDWR, or TSR:</u></p> <p>The Contractor shall electronically locate and flag all underground communications cables in response to Public Works Excavation permit requests.</p>	The Contractor shall sign off the information portion of the permit request and return it to the Public Works Officer, and shall coordinate with the excavation crew or Contractor and assist on-site as necessary to prevent cable damage.	90% of Excavation Permit support is completed on time. 98% of all <u>documented</u> cables accurately located. Zero <u>0%</u> of cable breakages on documented cables are attributable to the O&M Contractor.
3.2.3	Power Outage Support	<p><u>Upon issuance of a CTO, TDWR, or TSR:</u></p> <p>The Contractor shall provide support for Public Works planned power outages.</p>	<p>Power outage-related planning is required. Technicians are required to provide on-site support primarily to ensure Alarm systems function properly after power outages.</p> <p>A SOP for power outage support shall be developed for TM approval.</p>	<p>Power outage planning shall be provided 90% of the time.</p> <p>Technician support is provided for 90% planned outages. All systems restored to proper operation 90% of the time. SOP is approved by the TM.</p>
3.2.4	PDS Support	<p><u>Upon issuance of a CTO, TDWR, or TSR:</u></p> <p>The Contractor shall provide support for construction and programs projects requiring</p>	PDS is classified SECRET with limited access. Keys maintained at Message Center for checkout by Technicians. Support normally requires technicians opening the CHH and standing by while project Contractor	Access is provided on time 95% of the time.

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		access to PDS CHH.	installs or removes cables.	
3.3	Maintenance	<p>The Contractor shall maintain all Base Communication Systems.</p> <p><u>Upon issuance of a CTO, TDWR, or TSR: The Contractor shall initiate system upgrades.</u></p>	<p>Maintained IAW applicable references located in ATTACHMENT J-2100000 -01 <u>REFERENCES, INSTRUCTIONS, DIRECTIVES</u></p> <p><u>The Contractor is not required to upgrade system hardware at the industry standard of three year intervals. System upgrades to be coordinated as needed to maintain O&M.</u></p>	<p>All systems <u>that have been upgraded within the industry standard</u> are maintained IAW referenced standards 90% of the time.</p> <p>Upon issuance of CTO: initiate system upgrade.</p>
3.3.1	O&M Installation Support	The Contractor shall install or modify Systems via O&M tasking to Base COMM technicians.	<p>Tasking is via TSR and TDWR.</p> <p>May utilize O&M personnel and/or Installation Support Team.</p>	<p>Performed in accordance with tasking 98% of the time. Completed 90% of time within schedule and budget.</p> <p>90% of modifications and as-built drawings submitted for approval to the TM.</p> <p>90% of system tests are conducted and results delivered to the TM per tasking.</p>
3.3.2	PBX and Telephone Support Services.	The Contractor shall O&M the PMRF PBX and associated telephone systems.	<p>PBX maintenance personnel are required to be manufacturer-trained with refresh of training a minimum of every 18 <u>36</u> months via formal manufacturer schools.</p> <p>Training status on-line or via web browser to the TM.</p> <p>Time and materials for higher level programming and maintenance functions shall</p>	<p>PBX availability is maintained at 99.99% during Range Operations and normal business hours.</p> <p>90% of scheduled outages are outside of normal working hours.</p> <p><u>90% of R</u>outine MAC's <u>and</u></p>

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			be sub-contracted out to PBX manufacturer-authorized service providers.	<p>trouble tickets responded to completed within <u>within 7-10</u> working days; High priority MAC's <u>and trouble tickets completed within for the CO/XO and those directed by them shall be responded to within less than</u> 4 hours; Operational-related MAC's <u>and trouble tickets completed must</u> shall be responded to within 60 minutes during the mission period.</p> <p>Training status available 90% of the time.</p>
3.3.3	Alarm Systems O&M	The Contractor shall provide Alarm and Access Control Systems O&M.	<p>Alarm Systems consist of Intrusion Detection System (IDS), Environmental Alarms (connected to the IDS); Access Control System as part of the IDS; and the Fire Alarm System. All alarm system applications reside on dual, mirrored servers.</p> <p>The Contractor shall perform MAC's as tasked by TSR's, TDWR's, and Trouble tickets. Security Dispatch Alarm logs must be checked by technicians on a daily basis to ensure trouble tickets have been opened for discrepancies.</p> <p>Historical trouble ticket data shall be updated daily and maintained with on-line access for the TM.</p> <p>The Contractor shall maintain Top Secret</p>	<p>All alarm and access control systems maintained at 95% reliability.</p> <p>False alarms attributable to equipment are less than 10 per month per each type of system.</p> <p>Dispatch Alarm Logs are checked by technicians daily 90% of the time.</p> <p>Trouble ticket and MAC data is updated daily 90% of the time and maintained on-line with 90% accuracy and availability to the TM.</p>

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>clearances for System Administrators.</p> <p>The Contractor shall only utilize Trained technicians for O&M.</p> <p>The Contractor shall perform the following Sever Administration functions:</p> <ul style="list-style-type: none"> -System performance monitoring. -Real-time database upgrades. -Driver interfaces to connect third party controllers or systems. <p>Integration/implementation of projects requiring man-machine graphic interfaces with database modifications.</p> <p>Manage all software, databases and firmware developed, supplied, maintained or operated for or in support of the EBI systems including the EBI System Software on workstations/servers.</p> <p>Perform -Monthly, Quarterly, and Yearly Backups of EBI Server configuration data to external media to be stored outside of the server room.</p>	
3.3.4	Intrusion Detection System (IDS) Testing and Inspection	The Contractor shall test and inspect all IDS on a scheduled basis.	Monthly: All alarmed ordnance storage, Sensitive Compartmented Information (SCI), and Special Access Program (SAP) spaces shall have IDS alarm systems inspected for physical defects, battery condition, and each individual alarm point (sensor) tested by activation.	<p>All PMs are conducted IAW the schedule 90% of the time.</p> <p>The logbook entries <u>Preventative maintenance work orders</u> are signed by each technician as true and accurate 95% of the</p>

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>Quarterly: All IDS alarm panels inspected for physical defects, battery condition, and at least one alarm point at each site shall be tested by activation.</p> <p>Yearly: All IDS alarm systems inspected for physical defects, battery condition, and each individual alarm point shall be tested by activation.</p> <p>A permanent logrecord shall be developed and maintained by the Contractor to document and record the results of all scheduled IDS testing (CDRLs A21-01 - IDS Alarm PMs). Two alarm technicians are required: one at the alarmed site and one at the B358-Alarm servers to verify the sensor under test reports properly.</p>	<p>time.</p> <p>Copies, along with historical data, are made available on-line 90% of the time for TM review.</p> <p>A permanent Logbookrecord is maintained and up to date 90% of the time.</p>
3.3.5	Fire Alarm System Testing and Maintenance	The Contractor shall test and maintain all Fire Alarm Systems on a scheduled basis per the NFPA72, USC3600-2, and Manufacturer's recommendations.	<p>Test Plan Developed shall be prepared for Task Manager Approval within 120 days of contract award and updated annually (CDRL A-21-02 – Fire Alarm Test Plan). Assist the Fire Inspector with system technical issues and training on an as-needed basis. Coordinate testing with the Fire Chief.</p> <p>A permanent logbookrecord shall be developed and maintained by the Contractor to document and record the results of all Fire Alarm testing.</p>	<p>All are conducted IAW the schedule 90% of the time. Technical and assistance provided 90% of the time. The logbook entries are accurate 90% of the time.</p> <p>Copies, along with historical data, are made available on-line 90% of the time for TM review.</p>
3.3.6	Video Teleconferencing Systems Maintenance	The Contractor shall maintain PMRF VTC Systems.	<p>Consists of 2 VTC Studios, 1 VTC RED & 1 Black Bridge, 6 VTC Carts.</p> <p>All VTC studios and carts are capable of</p>	<p>System reliability maintained at or above 90%.</p> <p>Certified technicians are</p>

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			operation in RED and BLACK modes. The Contractor shall provide crypto-certified technicians for the maintenance of VTC encryption devices.	provided 90% of the time.
3.3.7	Protected Distribution System	<u>Upon issuance of a CTO, TDWR, or TSR:</u> The Contractor shall install and O&M PDS and provide access for construction and other projects.	IAW DOD/Navy Standards. 4 PDS Locations Sensitive.	All PDS shall be installed, operated, and maintained IAW Navy standards 95% of the time.
3.3.8	Civil Defense Warning System	The Contractor shall O&M the CD Warning System.	Participate in the Monthly County Siren Tests. Technicians shall be stationed at or near each siren for the tests. 5 sirens, control system at B105.12 County tests x per year. 3 Maintenance tests per year. (CDRL A21-03 - Civil Defense Siren Monthly Test & Verification Logs)	CD warning system shall be 95% functional at all times. Monthly report via email and historical status of each siren available on line for TM review.
3.3.9	Cable Plants O&M	The Contractor shall O&M PMRF Cable Plant Systems.	PMRF cable plants are located on Kauai and Oahu. The Contractor shall maintain all duct systems and vaults in a clean dry condition. The Contractor shall maintain constant cable pressure in accordance with manufacturer's specifications for the BARSTUR underwater cables. PMRF-NMCI MOU requires PMRF to provide OSP fiber and copper pair assignments to NMCI at the building DEMARK/patch panel.	Cable Plant Systems are maintained at 90% reliability. All PMs, approved by the TM, are conducted on a scheduled basis 90% of the time. Ducts and v vaults maintained properly 90% of the time. Sump pumps tested 90% per schedule and status made available to the TM on-line or via web browser. BARSTUR Cable

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
				pressurization maintained within limits 95% of the time.
3.3.10	Aerial Cable Plant O&M PUC-Provider Sub Contract	The Contractor shall sub-contract for annual Pole Agreement fees and Emergency O&M of the PMRF B287 to Magazines/Caves Aerial Cable w/Pacific Light Net, Inc. or PUC authorized Service Provider.	Time and materials. Refer to PMRF-PLNI MOA. Only PUC Service Provider can provide or sub-contract for repair services. Current Pole Agreement costs \$1,500/year. Emergency Repair services authorized at up to \$5,000/yr per MOA.	Pole Agreement fees fully funded and paid on time 100% of the time. Emergency Repair agreement fully funded 100% of the time.
3.3.11	Battery Maintenance O&M	The Contractor shall O&M Office Rectifier/Battery Systems and UPS.	The Contractor shall establish a centralized PM program for Rectifier/Battery Systems. Rectifier/Battery and UPS shall follow manufacture's recommendations for measuring and setting voltage, float, and other parameters and shall use this data to schedule battery replacements.	All rectifier/battery and UPS systems have PMs established and maintained at 90% accuracy. All non-intrusive tests are performed on schedule 90% of the time.
3.3.12	Security Dispatch Center Maintenance	The Contractor shall maintain all Non-Network Security Dispatch Systems.	Dispatch Network Systems maintained by others under CNRH contract including system administration.	Dispatch Systems shall be maintained at 90% availability.
3.4	Logistics			
3.4.1	DISA Telecommunications Request for Services (RFS)/TR	<u>Upon issuance of a CTO, TDWR, or TSR:</u> The Contractor shall provide DISA Telecom Request preparation services, including JHITS for requesting, modifying, and maintaining leased commercial terrestrial, and satellite telecommunications circuits, equipment, and	Leased long haul circuits and EMSS (Iridium) service. DISA services accessed via Web Order Entry (WOE) system. Four day DISA training course required on Oahu.	All circuits <u>are-services</u> ordered with 90% accuracy, 90% on time to meet service date, and maintained properly IAW DISA requirements 90% of the time.

2100000 - BASE COMMUNICATIONS SYSTEMS				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		services.		
3.5	Work Control	<p>The Contractor shall provide for Customer Service and Satisfaction.</p> <p>The Contractor shall establish and maintain a system to receive and control Base Communications trouble tickets, TSR's, TDWR's, and Installations.</p>	<p>The Contractor shall receive, log, classify, prioritize, and track all work on a daily basis.</p> <p>Customers shall input service requests and receive tracking information and status, to include Trouble Tickets, via automated e-mails and on-line web-access. Call desk manned during normal working hours continuously.</p> <p>The Contractor shall establish a process for TM approval, to accept and respond to after hours Emergency calls.</p> <p>TSR, TDWR status, labor and materials expenditures shall be available to the TM via web-access.</p> <p>All labor hours and material expenditures shall be updated daily including ROS, BOS, DB and Non-DB.</p> <p>The Contractor may utilize the GFE CAIRS WOE work-flow process.</p>	<p>Each call shall be answered within 6 rings, logged in, and properly classified and prioritized. Voice Mail may not <u>be</u> utilized during normal working hours.</p> <p>Customer Satisfaction is 90% or better.</p> <p>All tasks updated daily 90% of the time.</p> <p>Contractor meets 90% of requirements for customer support and feedback.</p> <p>Information is available for query within 1 hour of acceptance.</p> <p>90% of material and labor expenditures are updated daily.</p>
3.5.1	Scheduled Outages	The Contractor shall enter all scheduled outages into the work control system and notify all customers.	<p>The Contractor shall schedule outages to minimize impact to Range Operations and normal administrative business.</p> <p>Outages affecting connectivity to off-Base organizations shall be scheduled a minimum of 5 days in advance.</p> <p>The Contractor shall notify all affected</p>	<p>Outages are scheduled 24 hours or more in advance 90% of the time.</p> <p>Those affected by planned outages are notified 5 working days in advance 90% of the time.</p>

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Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.5.2	Unscheduled Outages & Repairs	The Contractor shall notify the TM immediately of any Base Communications System outages which disrupt Range Operations support; Within 1 hour for outages impacting PMRF's ability to conduct normal business.	<p>organizations 5 days in advance.</p> <p>Notification shall provide an initial assessment of the outage, probable cause, and estimated repair time.</p> <p>IDS and Fire Alarms shall require special priorities and notification.</p> <p><u>Emergency repairs are those that have an immediate negative impact to life, safety, and/or property. The CO/XO can also direct some repairs to be an emergency depending upon the critical nature of the repair. GTM will inform CTM as required by the CO/XO.</u></p>	<p>The TM is notified within 10 minutes of critical outage discovery; 60 minutes for non-critical outages 90% of the time.</p> <p>During normal working hours, emergency repairs are commenced-responded to within 30 90 minutes-minutes and executed to completion of the repair 90% of the time. <u>Non-emergency repairs are responded to within 10 working days and executed to completion 90% of the time.</u></p> <p>Outside of normal working hours, Eemergency repairs are commenced-responded to within 90 minutes-.90 minutes. and executed to completion of the repair. <u>Non-emergency repairs are responded to within 10 working days and executed to completion 90% of the time.</u></p>
3.5.3	Telecommunication Service Requests (TSR)	The Contractor shall review all PMRF TSR's for completeness, and conduct a pre-field survey with the requester if necessary.	<p>TSR used for actions =< \$2.5K total labor and materials.</p> <p>The Contractor shall use the GFM automated TSR system or develop their own as approved by the TM.</p>	<p>90% of TSRs are completed <u>responded within 7 to within 10</u> working days after TM approval.</p> <p>90% of TSR-requested services shall be provided as</p>

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			<u>In support of COL 4 requirements, Manu-Kai to the Contractor shall notify the Annex 21 GTM once the 14% threshold is reached for the month. Continued support will depend on the critical nature of the action required and will may impact the following month's threshold.</u>	ordered. The Contractor contacts the customer for missing information 90% of the time.
3.6	Customer Support	The Contractor shall provide the Customer the best support possible.	The Contractor shall place the highest priority on providing the best-possible Customer Support.	Customer Support and Feedback is outstanding 90% of the time.
3.6.1	Audio Conferencing Bridge Services	The Contractor shall operate and maintain the PMRF Audio conferencing Bridge (part of the MCU).	The Contractor shall provide scheduling services to set up the bridge for audio conferences.	90% of conference requests are completed as ordered and on time. Bridge maintained at a 90% availability rate.
3.6.2	DOD or NETWORKX Audio Conferencing	The Contractor shall provide customers audio conferencing services utilizing DOD or GSA contracts as ordered via PMRF TSR's.	Will consist of ordering and maintaining "meet-me" audio conferencing accounts for PMRF and Tenants via GF services	90% of all orders are processed accurately and on time.
3.6.3	Video Teleconferencing	<p>The Contractor shall Operate PMRF VTC Systems and Studios for meetings and presentations.</p> <p>The Contractor shall schedule and coordinate VTC Bridges for connectivity to DOD and commercial VTC systems.</p> <p>The Contractor shall provide training for PMRF VTC roll-</p>	<p>The VTC systems are used for unclassified and classified range pre-operation briefs and post-mission debriefs, conferences, display of live range operational video, training and Emergency Operations Center.</p> <p>PMRF RED and BLACK VTC /audio bridges are also scheduled and operated.</p> <p>Operator assistance, training, system troubleshooting, and maintenance shall be provided for two THAAD roll-about VTC units.</p>	<p>PMRF VTC systems and studios are operated at a 90% availability rate.</p> <p>90% personnel are qualified at all times.</p> <p>Training is provided 90% of the time.</p> <p>Operators schedule and interface with DISA and</p>

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Spec Item	Title	Performance Objective	Related Information	Performance Standard
		about system operation to Government personnel.	<p>DOD VTC Bridges utilized are DISA and PACFLT assets.</p> <p>PMRF roll-about VTC at Pearl Harbor operated by Government personnel.</p> <p>VTC System certification is maintained by the Contractor.</p> <p>The CNI AT/FP C4I EOC VTC equipment shall be operated and maintained by the Contractor.</p>	<p>PACFLT bridges.</p> <p>VTC certification is maintained continuously 90% of the time.</p> <p>AT/FP EOC VTC equipment in operated and maintained with 90% availability.</p>
3.6.4	Cellular Phone & Pager Services	<p>The Contractor shall lease or purchase cellular phones and pagers with service. The Contractor shall issue them in response to a TSR approved by the TM. A pool of not more than five cellular phones and 10 pagers shall be maintained for ready issue.</p> <p>The Contractor shall maintain inventory log accessible to the TM via a web interface.</p> <p>The Contractor shall be responsible for coordinating the maintenance and service of cellular telephones with the appropriate cellular telephone companies.</p>	<p>Cellular service contracts must provide minutes pooling for economical costs.</p> <p>The Contractor is encouraged to offer innovative cost savings proposals to the TM at any time.</p> <p>In the event the Navy mandates a cellular or pager service contract, the Contractor shall migrate service to the Navy contract.</p> <p>Cellular & Pager inventory logs consist of, but are not limited to: cellular/pager telephone number, ISN, OPE number, user name, reimbursable charge number, and class of service.</p> <p>Service contracts with two cellular carriers are anticipated with less than 5 phones being served by the third.</p>	<p>Economical service is provided equal to or better than existing rates 90% of the time.</p> <p>Contractor reduces cellular and paging service costs 15% by innovative suggestions.</p> <p>Service Contracts are provided for adequate service 90% of the time.</p> <p>Inventory log is kept current daily and at a minimum of 90% accuracy.</p> <p>Vendor billing is reviewed for accuracy 90% of the time.</p> <p>Detailed billing is provided to</p>

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Spec Item	Title	Performance Objective	Related Information	Performance Standard
		The Contractor shall receive and verify Vendor billing for accuracy and provide Call Detail Records to individual users for certification via email or web interface.		customers electronically within 10 working days after receipt of vendor billing or integrated to the Monthly Telephone bill 90% of the time. Customer paging bills are provided electronically on the monthly telephone bills. 90% of the time.
3.7	Cost Control	The Contractor shall ensure costs are minimized at all times.	The Contractor shall work within the budget and partner with the TM to minimize costs.	Costs are minimized 90% of the time. Budget in not exceeded 90% of the time.
3.7.1	Call Accounting System & Billing Support	The Contractor shall be responsible for operation of the CAIRS Call Accounting System.	Includes database maintenance, reports definition, billing and trunk analysis report generation, special call alerts, and daily verification of PBX trunk availability. CAIRS generates billing from the PBX CDR data. Contractor adds fixed costs to Tenants and Reimbursable Programs – see Spec. Item 3.7.3.	90% of all calls are recorded and billed accurately. PBX trunk availability is verified daily 90% of the time.
3.7.2	Telecommunications Vendor Billing Services	The Contractor shall be responsible for receiving, reviewing, and validating incoming Vendor and DOD billing against PMRF accounts.	The Contractor shall receive billing on paper, CD, and via Web media, transfer data into spreadsheets to calculate running totals, estimated year end totals, and projected EOY balance verses budget. All spreadsheets shall be available to the TM via web or on-line access. Spreadsheet data shall be provided to the PMRF Comptroller for payment.	All bills are received, reviewed, and validated 90% of the time and accurately entered into. Spreadsheets. Billing is processed within 5 days of receipt 90% of the time.
3.7.3	Telecommunications Customer Billing	The Contractor shall be responsible for receiving,	The Contractor shall generate billing data from CAIRS and enter financial data for	All billing is generated, reviewed, and validated 90%

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Spec Item	Title	Performance Objective	Related Information	Performance Standard
	Services	reviewing, and validating incoming Vendor and DOD billing against PMRF accounts IAW DON CIO Recovery Audit Policies.	reimbursable customers into spreadsheets to calculate running totals, estimated year end totals, and projected EOY balance verses budget. Spreadsheet data shall be provided to the PMRF Comptroller for billing. All spreadsheets shall be available to the TM via web or on-line access.	of the time and accurately entered into. Spreadsheets. Billing is processed within 5 days of data generation 90% of the time and sent to customers and the PMRF Comptroller.
3.7.4	Telecommunications Fraud, Waste, and Abuse detection services	<u>Upon issuance of a CTO, TDWR, or TSR:</u> The Contractor shall be responsible for reviewing and auditing vendor call detail records and CAIRS reports to detect, fraud, waste, and abuse by PMRF customers.	The Contractor shall provide reports to the TM <u>when requested</u> for review by PMRF management (CDRL A21-04- Telecommunications Fraud, Waste, and Abuse Audit Report) . The Contractor shall keep all information strictly confidential and shall not be required to enforce Navy policy. CAIRS shall be used to generate reports used to select telephone records for review.	Sample audits are conducted and reports delivered IAW Navy Policy 90% of the time. Confidentiality is maintained 98% of the time.
3.7.5	NETWORKX Telecommunications Services	The Contractor shall maintain and inventory and issue Government furnished long distance calling cards from the GSA NETWORKX or similar Contracts. The Contractor shall establish audio conferencing service accounts to PMRF customers via the NETWORKX contract.	Tasked and approved via TSR. Audio conferencing account services are of the "meet me" type. Once the account is established, no further action is required other than monthly billing. The customer sets up their own conferences once the account is established.	Calling cards and audio conferencing services are provided by the requested date 90% of the time.
3.7.6	Systems Integration Installation Support	<u>Upon issuance of a CTO, TDWR, or TSR:</u> The Contractor shall assemble, install, interconnect, configure, test and document	The majority of the work will be for Annex 15 Range Communications and Networks, but is located in this section for isolation from Range Operations tasking. The Contractor shall provide as-built drawings	Performed in accordance with tasking 98% of the time. Installations completed 90% of time within schedule and budget.

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		communications equipment and wiring into racks or cabinets for Base and Range Communications Systems.	or red-lined drawings in the Auto-cad format.	<p>90% of modifications and as-built drawings submitted for approval to the TM.</p> <p>90% system tests conducted and results delivered to the TM per tasking.</p>

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Spec Item	Title	Performance Objective	Related Information	Performance Standard
4	IDIQ Work	<p>The Contractor shall perform IDIQ work ordered in this Annex or any other Annex in this PWS.</p> <p>Any work that is specified within Spec Item 3 of any Annex or any work that is considered within the scope of this contract can be ordered and funded as an IDIQ task order.</p>	<p>PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.</p> <p>Tasks include, but are not limited to reimbursable work such as T&E, Surges and other efforts outside of scope identified in Spec Item 3.</p> <p>Refer to IDIQ ELINs for task listings, descriptions, and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance standards for IDIQ work will be the same as those in Spec Item 3 where applicable.</p> <p>Specific IDIQ indicated in Spec Item 4 are intended to be illustrative of the type of work that can be expected to be ordered under the IDIQ provisions of this contract. However, frequency of occurrence and exact scope of the task order will only be defined as the need arises.</p>	
4.1	Surge	Surge Requirements	Surge requirements include such anticipated incidents as Level 3 PBX programming.	Performance Standards are determined at the time of the issuance of the delivery order.